



June 5th, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

United Way 2-1-1 of Larimer County hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way 2-1-1 is limiting its comments to the status of 2-1-1 service in Colorado.

United Way 2-1-1 of Larimer County employs six employees and since launching as a 2-1-1 call center in 2003 has provided 2-1-1 services to the Northwest region of Colorado including six counties, reaching a population of 327,289. The database of service providers used for making referrals has listings for 2,150 agencies and programs in our database. In 2006 our 2-1-1 call center received 15,042 calls.

The most common reasons clients give for calling United Way 2-1-1 of Larimer County are for financial assistance with rent and utilities and information on health care resources. United Way 2-1-1 of Larimer County has also taken a leading role in collaborating with local agencies, including the Larimer County Office of Emergency Management, to develop an on-line registry for Special Needs Populations that can help locate those individuals in the event of a disaster. The information we collect has also been invaluable to our community in terms of identifying community needs and unmet needs. United Way 2-1-1 of Larimer County was able to identify that utility assistance was an unmet need in our community and many families were living without heat or electricity for several months. This led to increased community awareness about this issue and the establishment of an additional fund that community members can donate to for utility assistance.

The United Way 2-1-1 of Larimer County has worked closely with community partners, including our local Department of Human Services, Office on Aging and Offices of emergency management. We have devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and support. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

Linda Ekblad United Way 2-1-1 of Larimer County, 970.407.7051 ,
lindae@firstcall211.org

424 Pine St., Ste. 102, Fort Collins, CO 80524